

Three Ways to Access Every Server



PARTNER UPDATE – November 17th, 2020

Dear reader,

As we've moved through the pandemic together, remote access to critical servers for troubleshooting has become exceptionally important.

One of the ways to ensure that you can reach every server is the "three paths" rule, which is *there should be three ways to access every server in your shop*.

What are the three ways? A general ranking of access methods:

1. RDP (for Windows) or putty/VNC (Linux) access.
2. vCenter or Hyper-V Remote Console (for virtual servers) or iDRAC/iLO card (for physical servers).
3. Remote agent (such as TeamViewer) or remote management agent (such as Datto RMM).

The fastest way for a KIS engineer to access a critical server in an emergency is typically either using a remote agent such as TeamViewer or Datto RMM.

The next-fastest way is for us to connect via VPN and use vCenter, iDRAC/iLO, or RDP/putty/VNC.

If you're uncertain about how to set up or confirm any of these methods, or you'd like to discuss improving server access via remote management systems such as Datto RMM, please let us know.

We'll be happy to review your servers to ensure that we (or you!) can reach each server as quickly as possible in the event of an emergency. This includes discussing the benefits of Datto RMM, which include remote access, simplified Microsoft patching, antivirus and patch status alerting, and software/hardware inventory.

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